



**csy retail.**

**EPOS Systems for Garden Centres**





CSY Retail Systems Ltd - Vector 7 - v1.23.456789000

Operator CSY RETAIL SYSTEMS LTD

See

SELL

Ordered Items

Collect Order

Cust

Items

MENU

Delivery

Keyboard

Misc

Search

Quick Menu

Item	Qty	Price

£0.00

Total

# **Sell smarter** with a tailored retail EPOS and ecommerce solutions from CSY Retail.

CSY Retail Systems was established in 1988 and has been providing EPOS systems to retailers ever since. The requirements of retail have changed in recent times and we have changed, embracing multi-channel retailing and offering it to all our customers.

Our customers include Garden Centres, Farmshops, Delicatessens, Specialist Food Stores (such as Kosher Supermarkets), Pharmacies, Tile & Flooring, Hardware Stores, Wine Merchants, Department Stores, Builders Merchants and Cookshops.

CSY's broad customer base has become one of our major strengths. We have been able to take good practice from one type of retail and use it in another. Time after time, our customers have recognized this valuable asset.

All of our services are provided in-house from our offices in Nottingham. This means we can ensure and monitor their quality of those services. We write our own software and listen to our customers who help drive its ongoing development.

## **Support.**

CSY provide a 7 day helpdesk service, including bank holidays, so you can have access to a Vector expert when you need them. Our remote access tools mean that we can swiftly resolve any questions or problems that you might have.

We provide a 'box-swap' maintenance service meaning that if your equipment was to fail, we will have a replacement to you the following working day.

At CSY, we believe in training so that you can get the best from your investment. We will provide you with the essential training that you need on-site to get your system up and running. Our purpose-designed training centre offers additional training courses so that you can explore the more advanced features of Vector.

# Vector.

Vector was launched in 1990 and has evolved into the most comprehensive Point of Sale system available to independent retailers in the UK.

CSY Vector has proved itself to be reliable, cost effective and an excellent tool for managing and increasing profits.

- Touchscreen for ease and speed of use.
- Create your own touchscreen driven menus for non-barcoded products.
- Account customer sales.
- Create customer deliveries.
- Postcode lookup.
- Loyalty Scheme with bespoke card design.
- Handle special customer orders with deposits.
- Automatically apply customer discounts.
- Manage staff discounts.
- Suspend and recall sales on any terminal.
- Provide sales prompts to sell related items.
- Integrated chip & pin card processing over broadband for faster transactions.
- Security coded gift vouchers and credit notes printed at the till.
- Designed for use in your café or restaurant with table and bill tracking.
- Integrated weighing scale options

## Proud members of.



“We anticipated a lot of disruption as this was a complete system change throughout the centre and office, but CSY worked in the background and I am pleased to say there was no system down time or any technical issues. Communication pre-install was excellent, which prepared us for the arrival of the CSY team and equipment.”

Martin Davies, Raglan Garden Centre



# In the office.

CSY Vector offers the following features and benefits for Garden Centres & Nurseries;

- Comprehensive reporting system to provide you with all the management information you need.
- Save time with automatic generation of orders including seasonal variations.
- Seamless multi-branch capability.
- Warehouse and inter-branch stock transfers.
- Easy configuration of product related messages.
- Integration with popular accounting packages.
- Simple management of account customers including invoices and statements.
- Use VectorAnywhere to access your data from any internet connection
- Printing of multiple label types including, shelf edge, pot-pointers, bed labels, self-ties, swing tags etc.
- Full security profiling to control system access.
- Handheld touchscreen terminal for stock takes, goods receiving, Queue-busting, order-picking etc.



# Web Design.

CSY have developed Vector eCommerce so that we can get you selling online as quickly as possible. Whether you are new to selling online or already have an internet store, we can make your business run more smoothly.

Our in-house web development team can provide you with a great new website allowing you to quickly publish your products on the internet. We have moved over to WooCommerce, to allow our customers to get even more out of their ecommerce websites!

Our CSY eCommerce products are designed to integrate with your Vector EPOS System which provides many distinct advantages over stand-alone e-commerce solutions. Simple product management and order fulfilment are all managed through Vector.

If you already have an established eCommerce website talk to us about using Web Sync to integrate it with your Vector EPOS system.

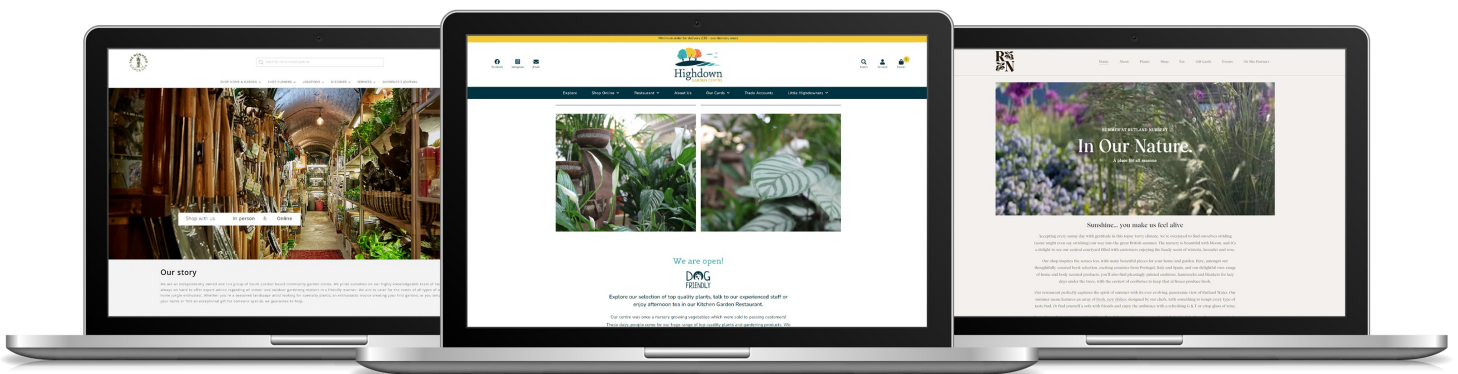
# Web Integration.

Our websites are fully integrated with Vector. All of your product information, images, pricing and stock levels are all transferred directly from your EPOS system to your website. This makes control of your products much simpler with everything being managed in one place.

Use Vector's comprehensive reporting tools to analyse your internet sales.

As your system is linked directly to your website, orders that are placed on your website are automatically transferred into Vector so that you can produce picking notes, dispatch notes and keep track of remaining stock levels.

We also integrate with Amazon to allow you to sell through the Amazon marketplace.



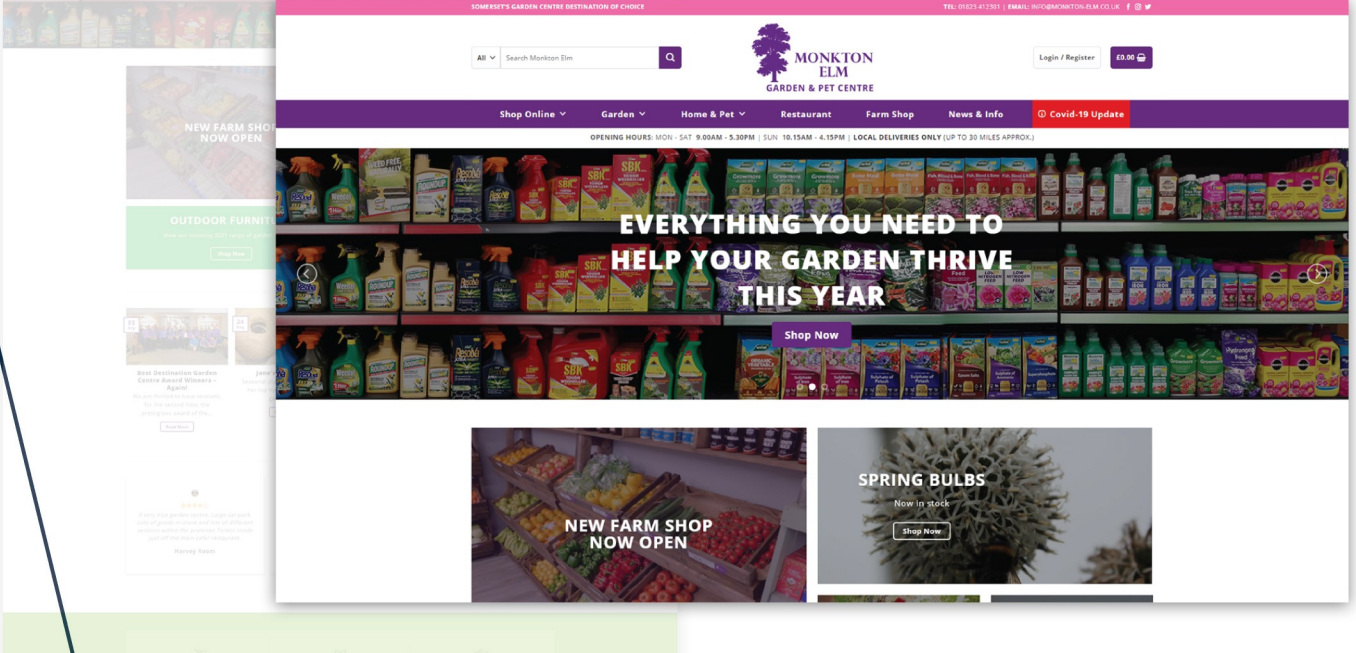
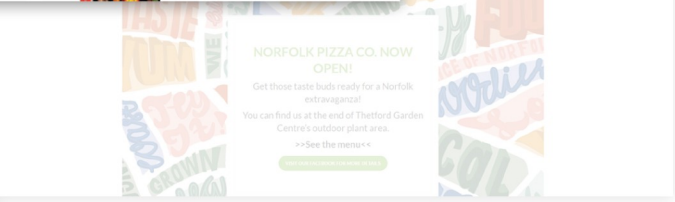
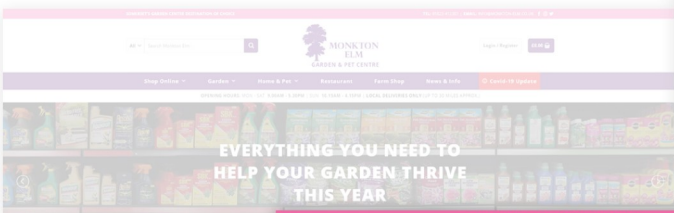
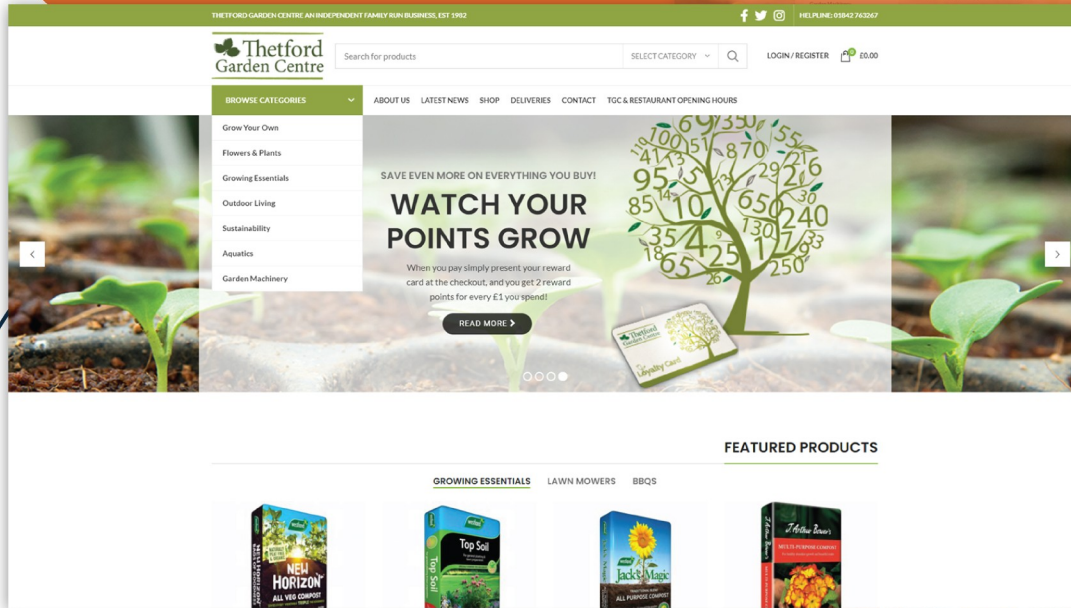


We can also integrate with existing  
WooCommerce and Shopify websites!

WOO COMMERCE



shopify





# Vector Table Planner.

CSY's Vector table planner allows businesses to design their own table layout within Vector Manager Back Office. Here you can add new rooms and tables at ease which will then appear inside Vector on the EPOS.

By using our colour changing system, businesses can manage the status of each table to show as Seated, Waiting or Served. This allows staff to have a visual view of each Table's status directly from the EPOS or Handheld ordering device. A timer showing how long the customer has been at each status is also visible.

Seated – To show staff which tables are available for new customers.

Waiting -To show staff when the order has been taken and the customer is waiting to be served.

Served – To show staff which tables have been served and what are tables are yet to be served.

Additional features of the Vector Table Planner include:

Ability to pay at point of order or "Save Tab" functionality for payment at the conclusion of the customers meal.

Ability to "Split Bill" so that customers can pay for individual meal items or by split the bill by the volume of covers.

Ability to move customers to another table.

Ability to add individual notes to orders.



## At Table Ordering.

With the challenge all businesses faced during the Coronavirus Pandemic, the ability for customers to place orders at a table or from home for a later collection using their smartphones was key in ensuring businesses can remain operational.

Using CSY's "At Table Ordering" solution allows you to do just that.

On arrival at your venue, customers scan a QR code at their table of choice which will open the ordering platform. The customers then select their menu options and pay for their order on the smartphone.

This seamlessly links with your EPOS on site and with all connected peripherals such as Kitchen Printers.

Customers can also use the same platform to order at home for collection on-site at a designated time.



## Kitchen Screen.

Our clients use the inbuilt table planner in Vector to send orders directly to the kitchen screen, so that the chefs can start to prepare the food as soon as the order has been made. This can either be done using tablets for table service or using the main POS (i.e., for takeaway orders).

The kitchen screen looks for new orders every 10 seconds so is constantly refreshing. The kitchen staff have various status levels that they can set for each food item as to its stage in the preparation process, preparing, ready, served, etc.

Once set to served (green) the order will disappear from the kitchen screen and the table planner will change to green for that table. To add more items for the table, e.g. desserts, staff will click the table number to open it again, add the desserts and save the tab. The desserts would then be displayed on the kitchen screen.



## Loyalty Cards.

Our customer loyalty scheme allows you to go that extra mile with returning customers;

- Helps promote customer retention
- Allows you to run loyalty customer promotions
- Give extra points on slow moving items to boost sales
- Gives you the information you need for direct customer marketing

With our in-house design service, we take the hassle out of sourcing professional custom designed customer loyalty cards to fit with your company branding.

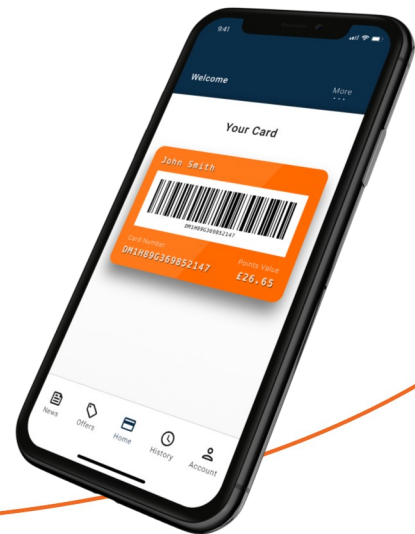


## Loyalty App.

Alongside our loyalty cards, we have the option to offer your customers a Loyalty App. This app allows your customers to see the following;

- Recent Transactions
- Points balance and value
- Exclusive offers only available to them (based on campaigns using our Retail Intelligence Module)

The app is fully designed to fit in with your company branding.



## Retail Intelligence Module.

Retail Intelligence from CSY helps you make the most from your customer loyalty program, helping you increase their spend and number of visits.

You can create targeted offers based on spend, visits, items purchased, home address and many other parameters. These can then be sent directly to the customer by email (or by post should you prefer).

It also unlocks some additional reporting tools designed to work alongside which can report on the effectiveness of your new promotional campaigns.



## Gift Cards.

As well as our loyalty schemes, we also have the facility to offer your customers gift cards;

- Fully customised design to integrate into your company branding
- Any value can be added to a gift card
- Customers can top up existing gift cards
- Back office financial reports on gift card activity
- Use online with our Integrated Ecommerce sites with codes printed under scratch-off panels



## E-Gift Cards.

We also have the ability to sell Electronic Gift Cards via your WooCommerce site. Our plugin allows for you to buy and use Gift Cards on your website, to use as part or full payment for your order.

The E-Gift Cards are sent as an email to either the person ordering them, or straight to someone else as a gift, who can then use it either in store or online.

We have the ability to customise the E-Gift Cards to either fit in with your physical cards, or your company branding if you would prefer!



## Weighing Scales.

With CSY, you can now control your butcher and deli scales from within Vector. Programming of new items and price changes can now all take place in Vector, meaning no more running around to each scale.

By entering all your product ingredients into Vector, you can send the information directly to your scales over the network. All allergens are automatically highlighted saving you time and effort.



## Plant Passports.

As Plant Passports start to come in, we have been working on making sure our EPOS works for you. Our Garden Centre & Nursery customers will now be able to print Plant Passport labels and have all the correct data stored in their Vector system. This will make it easier for our garden centre and nursery customers to follow these guidelines that have come into place.



## Joy of Plants.



Joy of Plants is the perfect database for your store containing 14,000+ UK plants.

Integrate 'Joy of Plants' into CSY's Vector EPOS and you can:

- Add value to your Loyalty Scheme by emailing plant care details to members for all their plant purchases.
- Print your bed cards from Vector.
- View plant information at the till to answer customer queries.

## Handheld.



Our touchscreen handheld terminal helps save time and effort with stock takes, goods receiving, order picking, price amendments and more...

## Printer.



There are often reasons to reduce prices on items. For example those with short shelf life or those that have been damaged. Our portable printer allows easy reduction label printing.



# Shelf Edge Labels.

CSY offer two types of shelf edge labels.

We have standard black and white labels and our new colour shelf edge labels which can be used to show your customers whether a product is fair trade, organic, gluten free, vegetarian, vegan or any other attribute that you wish to highlight. These can be customized to different colours, shapes or symbols for each attribute.

Biona Organic Balsamic Glaze

150ML  
BNA67

£3.49



£2.33 Per 100ml



# Electronic Shelf Edge Labels.

With CSY Vector, the shelf edge labels can be linked wirelessly to your stock database. Change any stock details in Vector and your labels change automatically.

With a battery life in excess of 5 years, why not introduce paperless labelling?





## What our customers say.

“Overall the staff at Oxford Garden Centre are finding the system easy to use and are getting confident using it. The speed of processing sales is amazing during our busy periods at the garden centre. Most importantly to us, it doesn't take up valuable space on our till areas and shows our customers that we are up-to-date with technology.”

Wyatt Tait, Oxford Garden Centre



“We chose Vector EPOS from CSY because we wanted to work with a garden centre expert for our EPOS system. It means although we're only a young, small company, we get the same benefits as larger garden centres.

One of the other reasons we invested in Vector from CSY was so that when we are ready to expand and open another shop, we will have a system in place which will be easy to roll out. It also means we get to spend even more time helping customers choose the perfect plant or gift. “

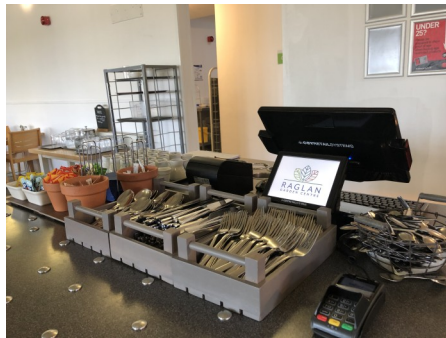
Peter Milne, The Nunhead Gardener





“CSY always aim to minimise that the business impact when we are installing a new EPOS system. “We anticipated a lot of disruption as this was a complete system change throughout the centre and office, but CSY worked in the background and I am pleased to say there was no system down time or any technical issues. Communication pre-install was excellent, which prepared us for the arrival of the CSY team and equipment.”

Martin Davies, Raglan Garden Centre



## Also working with.



0115 948 4848  
info@csy.co.uk  
www.csy.co.uk

CSY House, 9-10 Chase Park,  
Nottingham,  
NG2 4GT



csyretail